

ABSTRACT OF THE INVENTION

A system and method for providing an accurate root cause failure by linking user incident reports to the root cause failure in a diagnostic database that reflects the system's current configuration. The system is pre-populated with pre-identified symptoms that are associated with assets in the system. The pre-identified symptoms are inactive until actual failures with assets are detected by a monitoring application. After the pre-identified symptoms become active, they are presented to service representatives who also answer calls from users. The activated pre-identified symptoms are used to assist the service representatives to solve problems observed by the users.